

The Captain's Corner

In an effort to reduce the time it takes to issue a mariner's credential, the National Maritime Center is closely monitoring the credential production processes to identify areas for improvement. Two process measures, "throughput rate" and "work in process inventory", are analyzed each month. Analysis of October data identified two key issues that are impacting credential processing time. This report discusses those findings and summarized corrective actions being taken.

Figure 1 shows that there are over 25,000 credentials being worked on nationwide. Approximately 45% of these credentials are either awaiting additional information from the mariner or waiting for the mariner to complete their examination at an REC. The remaining credentials reside in various states of production including having just been received from the mariner, being evaluated, or approved to print. In an effort to reduce our inventory of these credential applications, the NMC has launched an aggressive campaign to complete all credentials that are over 120 days old by January 31, 2008. Mariners will be contacted by the Coast Guard to help them submit the requested additional information or to assist them with scheduling an exam. All expired applications will be withdrawn from the inventory.

Figure 1 – Nationwide Credentials currently listed as "Work-In-Process"

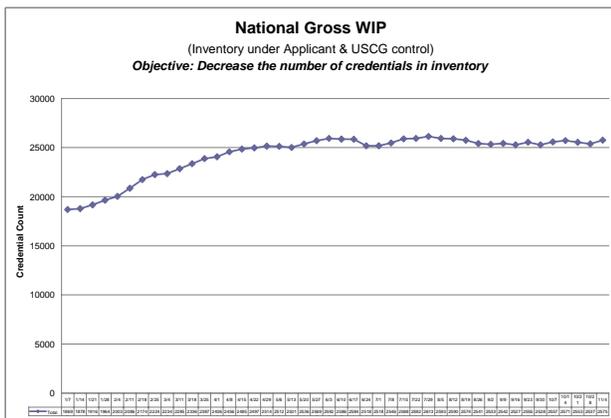


Figure 2 – NMC Credential Throughput

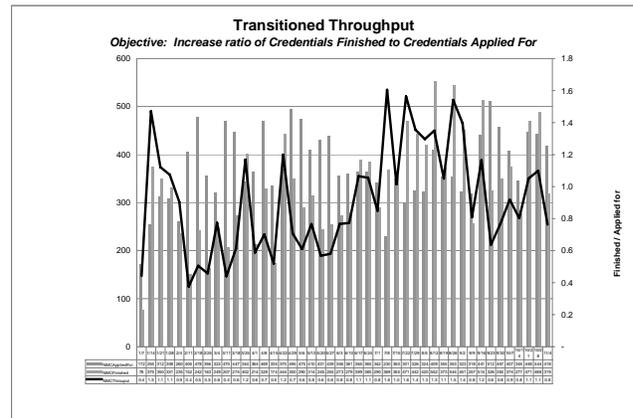


Figure 2 shows the throughput rate for credentials being produced by the NMC in West Virginia. This chart depicts the number of credentials applied for each week, the number of credentials finished during that same period, and the ratio between the two. Process changes implemented in July 2007 significantly improved throughput, which continued through September. Since then, however, throughput levels have dropped signaling a need to review internal processes. Senior managers at NMC have identified the causes of this drop in production and have adjusted the evaluation process to bring throughput rates back to the September levels.

The actions being taken to adjust our production processes will result in an overall reduction in the time it takes to issue a credential. As we continue our transition to centralized operations and improved customer service, we ask for your patience and we welcome your suggestions. Please email your comments and suggestions for improvements to iasknmc@uscg.mil.

David C. Stallfort
 Captain, U. S. Coast Guard
 Commanding Officer



Staffing Updates

Marine Transportation Specialist, GS-13
NMC-5, Closing Date: December 10th

See USA Jobs <http://www.usajobs.gov/>
Search: Homeland Security, US Coast Guard



New Employees

Contractor
Bruce Robison, NMC-0
Candice Kobetz, NMC-0

*A warm welcome to
NMC West Virginia*

NMC staffing 68 % of full strength

Building Updates



Mr. Brandt's report on the building progress of this week:

The parking lot received the final coat of pavement and painting of the parking spot outlines and road markings will be done soon. Also, the parking lot lighting will be installed and completed this week and the landscaping work is progressing nicely. Mr. Brandt states that nearly 1000 plants have been planted.

Cubicle assembly is progressing smoothly and the 3rd Deck is completed. The 2nd Deck cube partitions are nearly all in place and they have began work on the 1st Deck. The contractor is applying the final coats of paint and all o f the 3rd Deck and Atrium wallpaper is hung. Also, all data cable installation is complete on the 3rd Deck and the AV systems are 80-90% complete. The bathroom partitions are nearly all in place and the interior doors were hung over the weekend.

To follow the on-going progress, please visit

<http://www.gsa-projects.com/ProjectDetails.aspx?id=14> and for specific question you can contact Mr. Brandt at (301) 724-9559 or Jeffrey.Brandt@uscg.mil.



NMC Moving Dates

After a long period of construction, NMC is ready to move to its new location. To minimize the impact for all employees and departments involved in the process and to ensure continuity of critical licensing and credential functions, the move schedules have been set for the following weekends:

1st Groups - (NMC- 0, 1, 2, & 3) will move on 14-16 December

2nd Groups - (NMC- 4 & 5) will move on 4-6 January

Should you have any move related questions, please contact your Division Administrative Assistant or Mr. Brandt, NMC-3 Division Chief.

NMC Address Change

With the move to the new location also comes a new address. Please make a note and start forwarding all mail intended for the National Maritime Center to the address below.

Effective Date: 07 January 2008

**Commanding Officer
United States Coast Guard
National Maritime Center
100 Forbes Drive
Martinsburg, WV 25404**

Deputy's Deck-Plate

It is with deep regret and with mixed feelings that I announce to Team NMC that I will be leaving NMC to take a position at CGHQ (CG-54221, Office of Boating Safety, Program Management Division). I will truly miss the camaraderie and professionalism of the staff. I will most of all miss the wonderful relationship developed between Captain Stalfort and me and my wonderful management team consisting of the five Division Chiefs.

I was looking forward to the new building as well as completing the full REC transition and continuing the good work being done now to service the mariner and maritime community. Honestly, the commute beat me down and that was the critical deciding point in taking the new position.

I will fondly remember my 11+ years with NMC and wish you all the best success in the future - continue the good work you're doing.

Mr. Donald Kerlin
Deputy Director, NMC



RECorner

NMC Inclement Weather Policy and Procedure

Inclement weather delays or closures will be announced on these radio stations - WINC 92.5 and WARX 106.9 and for further clarification and to keep you informed, a call number will be established for the new building.

Government Employees: During periods of inclement weather, even if the NMC is not closed or opening late, a liberal leave policy will automatically be in effect. Employees taking leave shall, at a minimum, indicate their leave status at the earliest opportunity to their supervisor via either voice mail or e-mail.

Contract employees: The Program/Contract Managers will establish any further procedures necessary for their employees.

For further information on NMC's inclement weather procedures and policies, you may refer to the NMC Employee's Handbook at S:\00AA - Public Folder\NMC-3_Program_Support_Division\Forms & Pubs\Empl Handbook 21 SEP 07.pub, or contact Mr. Keith Janssen, Administrative Officer, NMC-3.

REC T.E.A.M. Lesson Learned

Last week's RECorner discussed some 'Lessons Learned' feedback we received from the TREC's about REC and Customer Support, and our intent to improve. This week, we are following up with what we are actually doing to implement improvements.

As you know, NMC-5 has the responsibility for evaluating applications. There are three distinct evaluations: Security, Medical and Professional Qualifications. The current process to perform evaluations is, generally, as follows: Applications go to Security and Medical for screening. Once properly screened, they are forwarded to Professional Qualifications. Our staff is composed of contractors with government personnel providing oversight and ownership of the processes and actions. NMC-5 has implemented business practices that will support the REC's ability to provide business practices.

These will demonstrate "first contact" ownership of an opportunity to help a Mariner and provide accurate and time responsive customer service.

These practices are as follows:

- Mariner enters REC with questions regarding an application in the evaluation phase.
- REC personnel call either the Help Desk (preferred) or the government level reviewer.
- Help Desk identifies government level reviewer and forwards call to that person, and;
- The government level reviewer "owns" the opportunity to help that REC contact.

NMC-5 will publish to the REC's and TREC's who our government level reviewers are and their contact information, with the evaluators that support them. The list will be periodically updated and re-published as needed. The most current list of government level reviewers will be available to the Help Desk.



RECorner

REC T.E.A.M. Lesson Learned (continued)

We suggest that when possible, use MMLD to identify the evaluator, call the Help Desk, identify yourself by REC and name, ask for the appropriate government level reviewer, and expect great customer service. (The Help Desk will have a listing of REC/TREC personnel to validate the external caller.)

NOTES:

- NMC-5 explicitly directs you not to contact evaluators. They do not have the responsibility to investigate and resolve queries external to NMC-5, nor do they have the authority to represent the US Coast Guard.
- “First contact” refers to the concept of primary ownership of getting results by the first person that a problem or concern is delivered. This means there may be a chain of “first”. Suppose a mariner walks into a REC with a question about a kickback letter. That REC person is a “first contact” person to the mariner. The REC person calls a government level reviewer to help resolve the mariner’s question. That government level reviewer is a “first contact” person to the REC person. This chain should be kept as short as possible, aligning critical people from the problem to the solution.

Tina Bassett, Division Chief, NMC-5

ALL RECs & NMC Employees!

Your input is requested!

How often do you read “The Wave”?

How would you feel about receiving “The Wave” bi-weekly rather than weekly?

Please send your responses to Candice Kobetz at

Candice.M.Kobetz@uscg.mil or Claudia Anderson at

Claudia.Anderson@uscg.mil